

ZACK

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**ICC Docket Nos. 07-0241 and 07-0242**  
**The Peoples Gas Light and Coke Company's and**  
**North Shore Gas Company's Response to**  
**Nicor Advanced Energy LLC Data Requests NAE 1.01-1.14**  
**Dated: May 25, 2007**

**REQUEST NO. NAE 1.10:**

Please describe in detail the business and operations processes for supplier access to the two tiers of information, as referred to on page 27-28 (lines 614-639, *Id.*). Please describe in detail how the proposed enhanced functionality (line 588, *Id.*) will change current business and operational practices for customers and their CFY Suppliers from Peoples Gas' current business and operational practices.

**RESPONSE:**

The change in processes is that certain customer information would be available in electronic form from the Companies. The Companies do not know how this would affect the supplier's processes. The Companies have not finalized the details of the proposal. The service would be available, by contract, to all suppliers. As described in Mr. Zack's direct testimony, the Companies propose that there would be two tiers of information. The information would not be limited to residential customers.

The first tier would be account level information that does not identify the customer. The supplier would have access to this level of information upon entering into a contract with the Companies. The supplier would not need customer authorization to view this information because the supplier would not receive any information that was customer-specific. For example, the first tier information would include therms billed, billing dates and whether the information is based on an actual or estimated meter reading. The information would be at the account level, but the account would not be identified by name, address or other customer-specific information.

The second tier would be customer-specific information. The supplier would have access to this level of information upon entering into a contract with the Companies and obtaining customer consent. Consent would be evidenced by the supplier having one or two customer-specific pieces of information to input as keys to access the information. Keys could include, for example, the account number or meter number in combination with a telephone number or amount billed on one of the two most recently issued bills. The type of information available would include name, account number, billing address, premises address, usage, type of meter reading, and meter reading dates.

The contract would define each party's rights and obligations more specifically. For example, it would define each item of information available in the first and second tiers. It would specify limits on the use, such as disclosure and retention, of the information and address the confidential nature of the information. It would include typical contract terms and conditions such as definitions, charges and payment, term and termination rights, and clauses governing the interpretation of the contract.

**OFFICIAL FILE**

ICC DOCKET NO. 07-0241/07-0242  
NAE X Exhibit No. 2  
Witness Zack  
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